

FOUNTAIN HILLS Insider

ASSISTANCE IS AVAILABLE FOR FH BUSINESSES

The Town wants to make businesses affected by the COVID-19 pandemic aware that there are agencies and organizations with resources available to help, including providing funding, training and workforce assistance.

TOWN OF FOUNTAIN HILLS ASSISTANCE

Town staff is currently working on a package of potential business relief measures that are anticipated to be considered by Town Council on June 16th. Some of the items that will be considered are:

- An automatic extension of business licenses for up to six months for Fountain Hills businesses; and
- A process to approve the extension of restaurant premises through the remainder of the calendar year to allow additional social distancing, while mitigating the overall business impacts of these new requirements.
- A small business grant program to assist with the impacts of COVID-19.

For businesses that need assistance with Town information or resources, contact James Smith, Economic Development Director, at jsmith@fh.az.gov.

FINANCIAL RESOURCES/FUNDING

For Coronavirus Aid, Relief and Economic Security (CARES) Act assistance, including Economic Injury Disaster Loans and Paycheck Protection Program:

- Contact your bank or lending institution; or
- If you do not have a current banking/lending relationship, the following websites have a list of Arizona lenders:
 - Greater Phoenix Economic Council (GPEC) – www.gpec.org
 - Small Business Administration (SBA, Phoenix District Office) – www.sba.gov/offices/district/az/phoenix
- If you have general CARES Act resource questions and/or need application assistance the following websites have information:
 - GPEC – www.gpec.org
 - Arizona Commerce Authority – www.azcommerce.com/covid-19
 - Maricopa Small Business Development Center (SBDC) – www.maricopa-sbdc.com/covid-19

BUSINESS COUNSELING/TRAINING

Advice and/or assistance, including for those businesses seeking to navigate SBA programs, is available via the SBDC, which offers virtual counseling sessions that are free and confidential. To schedule a counseling appointment with an SBDC advisor, go to www.maricopa-sbdc.com/covid19.

The CARES Act Readiness Program for Small Business is a partnership between the Arizona Small Business Association, Arizona Chamber of Commerce & Industry and the Arizona Commerce Authority. To access this resource, which provides free, online training modules that help borrowers navigate the program through submission of the loan application, go to www.caresactaz.com.

WORKFORCE RESOURCES

For those seeking candidates to fill open positions, Arizona@Work's AZ Job Connection is a free, online resource. To create an account and begin recruiting employees, go to www.azjobconnection.gov/ada/r/employer. Job seekers may also utilize this site to search for open positions by going to www.azjobconnection.gov/ada/r/search/jobs



CARES ACT ASSISTANCE IS AVAILABLE FOR RESIDENTS

For Fountain Hills residents in need of information or assistance related to the impacts of COVID-19, including those programs that are part of the Coronavirus Aid, Relief and Economic Security Act (CARES), the following resources are available:

Economic Impact Payments (aka Stimulus Checks)

As part of the CARES Act, up to 175 million Americans are eligible for Economic Impact Payments. If you believe you are entitled to payment and have not yet received it, more information is available by going to www.irs.gov/coronavirus/get-my-payment.

Pandemic Unemployment Assistance (PUA)

The CARES Act also provides for Pandemic Unemployment Assistance (PUA), which provides temporary relief for those affected by COVID-19, including those that are not otherwise eligible for unemployment insurance benefits. For further information, go to www.des.az.gov/pua.

TOWN HALL REOPENS TO THE PUBLIC

Upon Governor Ducey allowing his Stay-at-Home Executive Order to expire, the Town of Fountain Hills reopened Town Hall to the public. Additional precautions to protect the public and employees from the spread of COVID-19 have been taken, including installing glass partitions at all public counter areas and providing markings on the floors to ensure safe social distancing.

The continual operation of these facilities is contingent upon strict adherence to social distancing guidelines as well as recommended hygiene and sanitary measures as directed by the Arizona Department of Health Services. Social gatherings that consist of ten or more people are still prohibited under the Governor's Executive Orders and the Town's Emergency Proclamations.

As of May 19th, Town Council meetings are again open to the public though capacity has been reduced due to the need for adherence to social distancing.

The Town's boards and commissions will fully resume their regularly scheduled public meetings in June with the safety protocols discussed above.

Residents and business owners are encouraged to visit www.fh.az.gov regularly to obtain the latest news and information about the Town's response to COVID-19, including access to facilities, meeting schedules and public safety guidelines.

PARKS, SERVICES REOPEN WITH THE PUBLIC’S HEALTH IN MIND

The drinking fountains were first to reopen. Playgrounds and contract bridge will be last. In between, many of Fountain Hills’ recreational programs and facilities are responsibly reopening after shutdowns related to the COVID-19 pandemic.

Following recommendations from the State and Centers for Disease Control and Prevention (CDC), Town staff are phasing in the reopening of parks, recreation and Community Center services. The rollout plan is aimed at minimizing the risks of spreading the virus, while encouraging Fountain Hills residents to be active.

“We’re putting many measures in place to encourage the community to safely reengage in recreational activities,” says Rachael Goodwin, director of community services.

Federal guidelines recommend reopening in stages, guided by data on new COVID-19 cases. Those services that have reopened in the past month were under Phase 1 guidelines, starting with the drinking fountains in the parks.

On May 4th, some restrooms, the dog park, skate park, and pickleball, tennis and basketball courts reopened. The following Monday, all restrooms in the parks were unlocked. On May 18th, the Community Center reopened and reservations were once again taken for the use of athletic fields. A limited number of recreation programs – those with fewer than 10 people and no shared supplies – such as yoga, meditation, ukulele or art resumed at the Community Center.

Public restrooms are being disinfected and sanitized more regularly, as are benches and picnic tables. Hand sanitizer stations and floor markings every six feet have been added at the Community Center. “We’re cognizant of high-touch surfaces and areas where people naturally gravitate,” Goodwin says.

That’s one reason playgrounds remain closed, following guidelines from the CDC and National Recreation and Park Association. The splash pad – part playground, part aquatic facility – remains closed pending further direction. Staff is not taking reservations for ramadas because the Town is unable to ensure complete disinfecting between uses. Also, the guidelines for this phase still discourage large group gatherings.

Civic groups may reserve rooms at the Community Center for smaller events and meetings on weeknights Monday through Thursday and all day on Fridays, again to make sure staff has time to thoroughly sanitize the building.

When the State moves into Phase 2, more activities will be allowed that have a shared materials component to them, such as bridge, mah jong or chess club. Many Community Center activities naturally go on hiatus during the summer, which will help in ensuring a safe reopening. “We appreciate the community’s patience,” Goodwin says. “We look forward to the day when all our services are once again safely available, with a priority on the public’s health.”



BASKETBALL RETURNS TO FOUR PEAKS PARK

When the refurbished Four Peaks Park opened just before Christmas last year, something was clearly missing. For the first time in four decades, the park had no basketball court. Two decrepit courts, which were long past their useful life, had to be torn up when the park’s renovation began, replaced with two new play areas. Town staff knew the park needed to have basketball, but they didn’t have the \$170,000 necessary to build a new court.

And then a grant from the Arizona Sports and Tourism Authority came through, providing enough to cover half of the costs to build the court. The Town matched the grant funding with money from the capital improvement fund. Ground was broken in January at the west end of the park, near the tennis courts and parking lot, and the court was finished in early May.

The court, which is already seeing use, was built using post-tension concrete, a process that results in a stronger surface, reducing the likelihood of cracks, and providing a longer expected life span. The regulation court has a third basket at half-court. It is lit with LED lights which are on a timer, allowing for usage in the evening.

A formal ribbon-cutting for the new court will be scheduled in the future.



LIBRARY OPENS BOOK ON NEXT CHAPTER

The Fountain Hills library is carefully working toward fully reopening on July 6th. Following guidance from the Centers for Disease Control and Arizona Department of Health, the Maricopa County Library District established a four-phase plan to continue serving patrons through the pandemic. “Each of the steps is for us to be thoughtful,” says Samantha Mears, the library district’s communications administrator. “We want to make sure our staff is prepared, and we want to make sure the community is prepared.”

The first two phases were intended to keep people connected with the library. On weekday mornings, patrons can reserve materials online, then pull into one of four designated parking spaces at the library to pick them up. Librarians, wearing masks and gloves, put the books in a bag and place them in the car’s trunk. When books are returned, they are quarantined for 72 hours, per CDC guidance.

Story time, craft activities and other programming have moved online. Book a Librarian allows people with more involved questions to visit with a staffer by phone or through video conferencing. They can also sign up for a library card.

All three of these services will continue in the next two phases. Phase 3 is set to begin June 15th with pop in and pickup service.

Patrons will be able to walk into the library to pick up materials or quickly browse a limited selection of materials in a lobby-sized area, Mears says. There will be no access to computers or the restrooms, nor will there be a place to sit and read. A limited number of patrons will be allowed in the facility at any one time.

Phase 4, the full reopening of the library, is set for July 6th. Some details are still being worked out, but other changes are certain, Mears says.

A limited number of people – the number hasn’t been set yet – will be allowed in the library at one time. Staff will wear personal protective equipment and masks will be optional for patrons. Computers and furniture will be repositioned to create social distancing. Kiosks will be set up for self-service printing and to pay any fees as staff will no longer handle money.

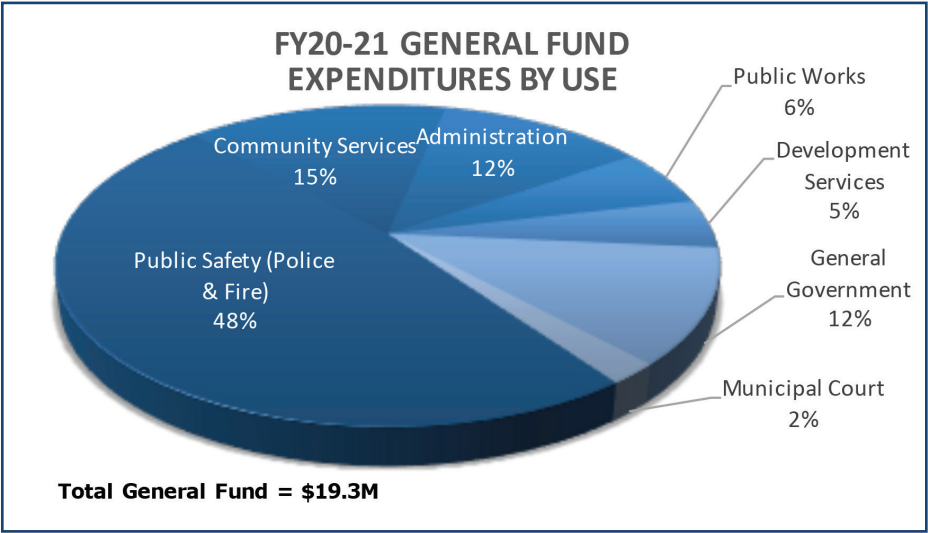
Mears doesn’t see story time or other in-person programs returning anytime soon. The district will rely on CDC guidance for when they resume.

TOWN COUNCIL ADOPTS FISCAL YEAR 2020-21 BUDGET

On June 2, 2020, the Town Council adopted the budget for the fiscal year beginning July 1, 2020 and ending June 30, 2021. The adopted budget of \$33,848,990 provides funding for core services, while maintaining existing assets and planning for the future. Included in that amount is the Town's General Fund budget of \$19,258,264. The General Fund is the main operating fund, paying for Fire and Emergency Medical Services, Law Enforcement, Administration, Community Services, Development Services, Public Works, Court, and General Government.

The FY 2020-21 budget has no increase to the secondary property tax rate or the retail sales tax rate. In fact, starting in July 2020, the Town of Fountain Hills will be debt free after final payments on two bonds – the \$8 million Saguaro Boulevard improvement bonds and the \$1.9 million Community Center/Preserve refunding bonds. This will result in Town residents experiencing a reduction in their secondary property taxes.

While revenue projections had been completed since mid-February, the COVID-19 pandemic affected the development of the budget. Without knowing the full impact that the first-ever nationwide economic shutdown would have on revenues, the Town carefully considered the potential length of the Governor's Stay-at-Home Executive Order, the categories of the Town's largest sales tax contributors, and the fact that the first few months of the fiscal year typically have the lowest sales tax revenue collections. With these and other considerations in mind, staff was conservative in its revenue projections and modeled the Town's potential revenue reductions on those experienced during the Great Recession. However, there was also a determination to allocate a large portion of those revenues in the General



Government Contingency line item in case a portion of the projected revenues are not realized. Staff will be providing quarterly updates to Town Council throughout the year to review revenue collections and make any needed adjustments including the deferral of capital improvement projects and reductions in departmental budgets, if necessary.

The Town Council is committed to ensuring that every hard-earned tax dollar brings the most value possible to each citizen living in Fountain Hills. This fully balanced budget is designed to do just that; and with this year's budget, Fountain Hills continues to be a fiscally sound community with prudent financial policies and practices in place. To learn more about the FY 2020-21 budget, visit www.fh.az.gov.

COUNCIL APPROVES GENERAL PLAN, REFERS TO VOTERS

On May 19th, the Town Council adopted the Fountain Hills General Plan 2020 and referred the plan to the voters for approval in the upcoming November election. The new general plan will guide the growth of the Town over the next 10 years, and replaces the existing document which was adopted in 2010.

The General Plan 2020 takes a new approach to directing the continued development and evolution of the Town. Given that the Town is largely developed, the plan focuses on maintaining the key characteristics that make Fountain Hills a unique and special place. This will be achieved primarily through establishing and defining character areas for the Town and providing guidance on the continued maintenance of those areas. The plan is also unique in that the topics are organized around the three key components of a thriving community: neighborhoods, environment, and economic development.

The full plan document is available for review on the Town's website at: www.fh.az.gov/generalplan.

PANORAMA STORM DRAIN IMPROVEMENTS COMING SOON

The storm drain in Panorama Drive was originally installed by MCO Properties as a part of roadway paving improvements in 1988 (two years before incorporation of the Town). This 3,000 foot-long storm drain is primarily 48" pipe, with 66" diameter pipe at each downstream end.

In January 2020, a six-foot by three-foot surface sinkhole (and later a second sinkhole) was discovered directly above this pipe. Upon excavating the location, staff discovered that the bottom of the pipe was corroded leaving a large hole, approximately 20 feet in length. Town staff directed its contractor to remove and replace those sections of pipe and compact the backfill.

Upon further inspection of the remaining sections of the storm drain, it was determined that entire length of pipe warranted immediate replacement. With Council approval, Town staff made this project a priority in the Capital Improvement Program (CIP) budgets in the current and next fiscal year. Project plans for the necessary improvements to replace this storm drain are underway and expected to be finished in June of this year. Construction is anticipated to start in late summer and to be completed within a one-year period.

PARTICIPATE IN OUR MASTER PLAN FOR PARKS, TRAILS AND PROGRAMS

The Community Services team is developing a 10-year Master Plan which will determine where our parks can grow, how our programs can expand, and the ways we can better serve our community, and create a blueprint for how the Town can addresses these priorities. Your input is needed! A public meeting will be conducted via ZOOM on Thursday, June 25th at 6:00 p.m. To RSVP to participate, please contact Jamie Salentine via email jsalentine@fh.az.gov or (480) 816-5148.

HILLSIDE PROTECTION EASEMENT PROCESS SIMPLIFIED

The Town of Fountain Hills has taken great pride in protecting and maintaining the natural terrain and vegetation of the area since its beginning. To help accomplish this vision, the Town has used a variety of means including establishing Hillside Protection Easements. The specific requirements for the easements have changed over time. Today, these easements are only required for larger lot properties (those zoned R1-18 or larger) and that have areas with a slope of 20% or more.

The Town Council has recently taken steps to assist in the development of some of the more challenging remaining lots by removing Hillside Protection Easements from properties that would no longer be required to have them. Changes include allowing administrative modifications from the strict application of the code requirements for unique lots and allowing administrative abandonment of previously filed easements.

For more information regarding these easements, contact the Development Services Department at 480-816-5122.

FOUNTAIN HILLS MEDICAL CENTER UNDER CONSTRUCTION

Near the intersection of Shea and Saguaro boulevards, construction is underway on a new 12,000 square-foot medical center. The facility, which will include an urgent care clinic and an emergency hospital with five beds, is expected to be open for patients by November 2020.

The final step in the hospital's approval is a Special Use Permit (SUP) process, which will be considered by Town Council on June 16th. This SUP would allow the hospital to have full 24-hour operations.

After completion of the hospital's first phase, the doctors who are developing and will be operating the facility plan a second phase, which is planned to include an expansion of the center to include a two-story medical office building for a total of 40,000 square-feet.



FOUNTAIN HILLS' RESIDENTS TREASURE OUR SENIORS

Little about the COVID-19 pandemic has been positive, but silver linings can be found. Among them: Fountain Hills' Care Card program.

The program was created to help homebound seniors feel more connected during the Stay-at-Home orders, reminding them that they are cared for and not forgotten. The original idea was to give students a

project after local schools were closed. The students were invited to make cards and drop them off for Town staff to distribute in order to brighten someone's day.

The program quickly grew beyond all expectations. More than 800 homemade and store-bought cards were donated in the first five weeks. Students and pre-schoolers made cards. So did adults, most notably through the Fountain Hills Women's Club.

"They came from all different places, many of them unexpected," says Rachael Goodwin, the town's director of community services.

Cards were first distributed to seniors who receive home-delivered meals. As more came in, outreach was expanded to people on the Give a Lift list, then to assisted care facilities and finally to those in the Town's senior center programs. When staff heard of a resident celebrating a 100th birthday, they gathered and delivered cards specifically for him.

"The idea of the 'power of one' has really resonated as the core message for the Care Card program," says the town's volunteer coordinator, Kimberly Wickland. "To know that your small creative effort can have such a huge, positive impact on a homebound senior's life is pretty awesome. One volunteer told me it feels good to do good, and that is what Care Card is really all about."

What began as a temporary program will now become permanent, with seasonal card drives centered around holidays such as Valentine's Day or Thanksgiving – times when seniors may feel more disconnected. Schools, civic organizations, faith groups, and individuals can participate by:

- Making or buying greeting cards with positive messages. Craftiness is encouraged. You can sign the card or not. There is no limit to the number of cards you can contribute.
- Dropping your cards (in an unsealed envelope) in the Care Card box at the entrance to the Community Center between 9 a.m. and 4 p.m., Monday through Friday.
- Helping to identify homebound seniors who would like to receive a Care Card. To request Care Cards, or for more information on the program, contact Kimberly Wickland at kwickland@fh.az.gov or (480) 516-5108.



TOWN COUNCIL ROUND-UP

Below is a select list of actions taken by the Town Council over the past several months. For further details of all actions and meeting minutes, please visit www.fh.az.gov/AgendaCenter.

APRIL

- Approved a Cooperative Purchase Agreement with Level 3 Audio Visual LLC for the replacement of audio and video equipment in the Town Council Chambers.
- Approved a Professional Services Agreement with Black & Veatch and the associated budget transfer to provide a thorough assessment of Fountain Park and the operation of the Fountain.

MAY

- Approved a Resolution adopting the Fountain Hills General Plan 2020 and calling a Special Election for voter ratification of the Plan on November 3, 2020. (For additional details, see Page 3).
- Awarded the Annual Landscape Contract to BrightView Landscape.
- Approved a proposal to develop a concept plan and identify costs related to a Fountain Hills Walk of Mayors on the Avenue of the Fountains.



JUNE

- Approved a Resolution approving the FY21 Budget Implementation Plan. (For additional details see Page 3).

PRIMARY ELECTION ON AUGUST 4

The Primary Election for Fountain Hills will be held with the consolidated statewide election on August 4, 2020, and Town candidates will be listed near the end of the ballot. There is one candidate running for Mayor, the current Mayor, Ginny Dickey. There are also three candidates running for three Town Council seats: Gerry Friedel, Sharron “Blue” Grzybowski, and Peggy McMahon. The deadline to run as a write-in candidate is June 25, 2020.

If you are on the statewide Permanent Early Voting List (PEVL), but are not registered as a member of a recognized party, a ballot will not be automatically mailed to you for the Primary Election. In order to receive a ballot, you will need to contact the Maricopa County Elections Department and designate the ballot you would like to receive: Republican, Democrat, or Town only.

If you are not on the PEVL, you may still request an early ballot, but you will need to request that through the Elections Department at the number below. Or, you may always go to your polling place on election day.

Please keep in mind, if you have moved since registering to vote, your ballot will not be forwarded. You should notify the Elections Department of your new address. And, if you will be at a temporary address during the period which early ballots are mailed, you may notify the Elections Department of that address so you may receive your ballot there.

The last day to register to vote in the Primary Election is July 6, 2020. To register, visit www.servicearizona.com. Further questions? Contact:

Maricopa County Elections Department
111 S. Third Avenue
Phoenix, AZ 85003
602.506.3535
Recorder.maricopa.gov/elections

Elizabeth A. Burke, Town Clerk
16705 E. Avenue of the Fountains
Fountain Hills, AZ 85268
480.816.5115
www.fh.az.gov/elections

MAY 19TH SPECIAL ELECTION RESULTS

A Special Election was held on May 19th to decide on three Town propositions. The election had a high turnout rate with approximately 2/3rds of registered voters casting ballots. The results of the propositions are below:

PROPOSITION 427 – Daybreak Rezoning		
YES	3,137	27.42%
NO	8,302	72.58%
TOTAL VOTES	11,439	

PROPOSITION 428 – Daybreak General Plan Land Use Map Amendment		
YES	3,179	27.78%
NO	8,265	72.22%
TOTAL VOTES	11,444	

PROPOSITION 429 – Extending Mayoral Term from 2 to 4 Years		
YES	5,134	44.98%
NO	6,282	55.02%
TOTAL VOTES	11,416	

United States® Census 2020

U.S. CENSUS UPDATE

Responding to the U.S. Census is extremely important. Two of the most important uses of the count are the apportionment of seats in the House of Representatives and the allocation of federal funding to state and local governments. Through late May, Fountain Hills residents have done a great job of being counted, with over 2/3rds of our households having responded to the Census. This compares favorably with both the percentage of U.S. (60%) and Arizona (56%) residents that have responded. However, we need all Fountain Hills households to respond to ensure an accurate count for both our State and our Town. Due to COVID-19, the self-response process will continue until October 31, 2020. If your household has not been counted, please respond today! It has never been easier as you can respond online, by phone or by mail.

BUILDING A LEGACY OF DARK SKIES

From its inception, Fountain Hills has taken pride in its dark, starry skies. The Town has judiciously placed streetlights only at intersections that need enhanced lighting for pedestrian safety and the lighting code has always favored low levels of light pollution.

In late 2016, Town Council voted to update the lighting code to account for new technologies such as LED. The updates paved the way for a new and prestigious designation for Fountain Hills.

Fountain Hills Dark Sky Association

After three years of working with the International Dark Sky Association in Tucson, members of the Fountain Hills Dark Sky Association (FHDSA) worked with Town staff to get the community designated as the world’s 17th International Dark Sky Community in January 2018. This put our town in the national news as well as on a radio news show in France.

The FHDSA went on to host two successful Dark Sky Festival events at the Community Center in cooperation with the Library, River of Time Museum, and the Community Garden. The third event was held virtually this past March as the Virtual Dark Sky Festival. Those video segments can be viewed at www.FHDarkSky.com.

International Dark Sky Discovery Center

Receiving the International Dark Sky Community designation opened the door to a unique opportunity for our community. The idea for the International Dark Sky Discovery Center (IDSDC) surfaced less than a year later.

The IDSDC is anticipated to be a 15,000 square foot facility featuring the Dark Sky Observatory, the Hyperspace Planetarium, the Inspiration Theater, and

the Immersion Zone. It will focus on Science, Technology, Engineering and Math (STEM)-education for students in the area, including Fountain Hills Unified School District, the East Valley Institute of Technology (EVIT), Maricopa Community Colleges, and ASU. It is also anticipated to be an attraction for people of all ages and all walks of life as a portal to discovering astronomy, the space program, the universe as well as life on earth.

Fountain Hills gives visitors to this unique destination the backdrop of the beautiful Sonoran Desert, easy access to the River of Time Museum, the Library, the Community Center, the Community Garden, our Public Art collection, Fountain Park, restaurants, art galleries, and more. The IDSDC is not just a Fountain Hills attraction; it will likely be an international attraction. There is currently no other place in the world that seeks to educate curious minds about the impact of light pollution and the importance of protecting the night skies.

Although fundraising efforts have been hampered by COVID-19, the IDSDC board is working to position the project to make a quick re-launch when the time is right. This includes the production of a promotional video and shorter social media videos to keep the project fresh in the minds of both residents and would be donors.

For more information about the Fountain Hills Dark Sky Association, visit www.FHDarkSky.com.

For more information about how you can get involved with the International Dark Sky Discovery Center, visit www.DarkSkyCenter.org.



DON'T MISS IN THE LOOP

Information on classes, programs, presentations, events and more can be found online through our “In the Loop” Activity Guide. Because COVID-19 has created uncertainty related to our programs, this issue will not be mailed to residents.

For more information visit: www.fh.az.gov or call (480) 816-5100.

FOUNTAIN HILLS' STATE FORTY EIGHT SHIRTS STILL AVAILABLE

With Town Hall open, it is a great time to get your Fountain Hills State Forty Eight T-shirts while they are still available. The shirts feature our world-famous fountain with the McDowell Mountains in the background.

They are available, while supplies last, for \$25 at Town Hall (Second Floor customer service desk during business hours – Monday through Thursday.)



WHO DO I CALL?

Code Enforcement Division staff serves to educate the public as well as investigate and enforce violations of the Town Code, Zoning Ordinances and Subdivision Ordinances. The majority of code enforcement activity is complaint driven, however staff proactively examines those issues that pose potential threats to public safety.

Violations commonly addressed include:

- Fire hazards
- Storage of trailers, boats and RVs
- Illegal or unpermitted signs
- Green, stagnant swimming pools
- Outdoor storage
- Improper vehicle parking
- Landscaping issues

Prior to contacting Code Enforcement regarding a concern, residents are encouraged to consider the three C's:

- Communicate directly with the neighbor
- Contact the HOA to discuss the concerns
- Confirm the specific concern is a Town regulation violation

QUICK CONTACTS

Town Hall – (480) 816-5100

Town Website – www.fh.az.gov

Town Tourism and Events Website – www.experiencefountainhills.org

Community Center – (480) 816-5200

Activity Center – (480) 816-5226

Public Library – (602) 652-3000

Community Services – (480) 816-5100

Sheriff's Department – (602) 876-1869

Sheriff's Dispatch – (602) 876-1011

Call 911 for Emergencies

Fountain Hills Fire Department –

Station 1 – 480-837-9820

Station 2 – 480-837-0804

Call 911 for Emergencies

Fountain Hills School District –

(480) 664-5000

Fountain Hills Municipal Court –

(480) 816-5103

Municipalcourt@fh.az.gov

www.fh.az.gov/court

Century Link –

Residential customers, (866) 642-0444;

Business customers, (877) 744-4416.

Cox Communications – (602) 277-1000

EPCOR Water – (480) 837-9522

Republic Services – (Garbage removal)

(602) 237-2078

Salt River Project – (Electric utility)

General information, (602) 236-8888;

emergency (24 hours), (602) 236-8811

Sanitary District – (480) 837-9444

16941 E. Pepperwood Circle

To ensure resident issues are addressed in a timely manner, please call the following agencies for common concerns that are not handled by Code Enforcement:

- **Call 911** for any emergencies that involve an immediate threat to life or public safety
- **Fountain Hills (Rural Metro) Fire Department – (480) 816-5114** – Significant fire hazards, fire code violations, and related issues
- **Maricopa County Sheriff's Office** (non-emergency number) – **(602) 252-7840** – Barking dogs, street parking violations, and nighttime noise issues
- **Fountain Hills Building Safety Division – (480) 816-5177** – Suspected unpermitted building activity, building code violations and related questions
- **Fountain Hills Streets Division – (480) 816-5133** – Damaged street signs, poor pavement or sidewalk conditions and other road condition issues
- **Maricopa County Animal Control – (602) 506-7387** – Loose dogs and dog bites (exception: if an aggressive dog is loose, call 911)
- **Fountain Hills Environmental Division – (480) 816-5180** – Town wash and water drainage issues
- **Fountain Hills Engineering Division – (480) 816-5122** – Drainage issues resulting from unpermitted grading and unpermitted encroachments within Town right-of-way
- **Fountain Hills Parks Division – (480) 816-5148** – Lighting, signs, animals and other matters
- **Maricopa County Air Quality Dept. – (602) 506-6010** – Dust control concerns
- **Arizona Game and Fish Dept. – (602) 942-3000** – Feeding wild animals and other wildlife
- **Animal Licenses** – Online licenses available at www.maricopa.gov/226/dog-license or www.maricopa.gov/220/locations-hours

West Valley Animal Care at 2500 S 27th Ave., Phoenix, AZ 85009, (602) 506-7387

East Valley Animal Care at 2630 W Rio Salado Pkwy, Mesa, AZ 85201, (602) 506-7387

Fountain Hills regulations are available 24/7 on the Town website www.fh.az.gov. Residents can view the entire text of the Town Code, Zoning Ordinance, and Subdivision Ordinance.

Residents may contact the Code Enforcement Division by one of the following methods:

- **In person** – Town offices are located at 16705 E. Avenue of the Fountains (second floor). Office hours are from 7:00 a.m. to 6:00 p.m., Monday through Thursday.
- **Phone** – Code Enforcement hotline at **(480) 816-5193**.
- **Internet** – Use the RequestTracker system on the Town website – www.fh.az.gov/request-tracker

COMMON QUESTIONS AND ANSWERS

IS THE FOUNTAIN OPERATING TODAY?

Our World Famous Fountain runs every hour on the hour for 15 minutes from 9 a.m. – 9 p.m. everyday of the week! The Fountain is extended to its full height on special occasions. For everyday viewing the Fountain reaches a height of 330 feet! For more information on the Fountain please visit: www.experiencefountainhills.org/thefountain

WHY ISN'T THE FOUNTAIN OPERATING?

When winds speeds in Fountain Park are above 10 miles per hour, the Fountain pump shuts off, temporarily prohibiting the Fountain from coming on or reaching its normal height.

HOW DO I GET A BUSINESS LICENSE?

We appreciate your interest in operating a business in Fountain Hills. There are two easy ways to obtain a Fountain Hills Business License. You can either log on to our website: www.fh.az.gov/business-licenses or you can visit Town Hall to complete the application in person. For all Business License questions, please call **(480) 816-5176**.

WHAT SHOULD I DO IF I LOST/FOUND A DOG?

Help a lost furry friend find their way home. Maricopa County Animal Care and Control provides a website that assists in finding your dog or helping to reunite a lost pet with its family. Go to www.maricopa.gov/162/Lost-Found-Pet.

WHERE IS THE TOWN'S LOST AND FOUND LOCATION?

You can visit our Community Center located at 13001 N La Montana Drive to inquire about lost and found articles.

WHERE CAN I FIND INFORMATION ON COUNCIL MEETING AGENDAS, DATES/TIMES?

Town Council meetings are held on the first and third Tuesdays of each month at 5:30 p.m. in the Town Hall Council Chambers. If you can't attend the meetings, you may live stream regular session meetings on our website at: www.fh.az.gov/live-stream or watch on local Channel 11.

ARE RESERVATIONS AVAILABLE FOR THE PARK, BALL FIELDS, OR TENNIS COURTS?

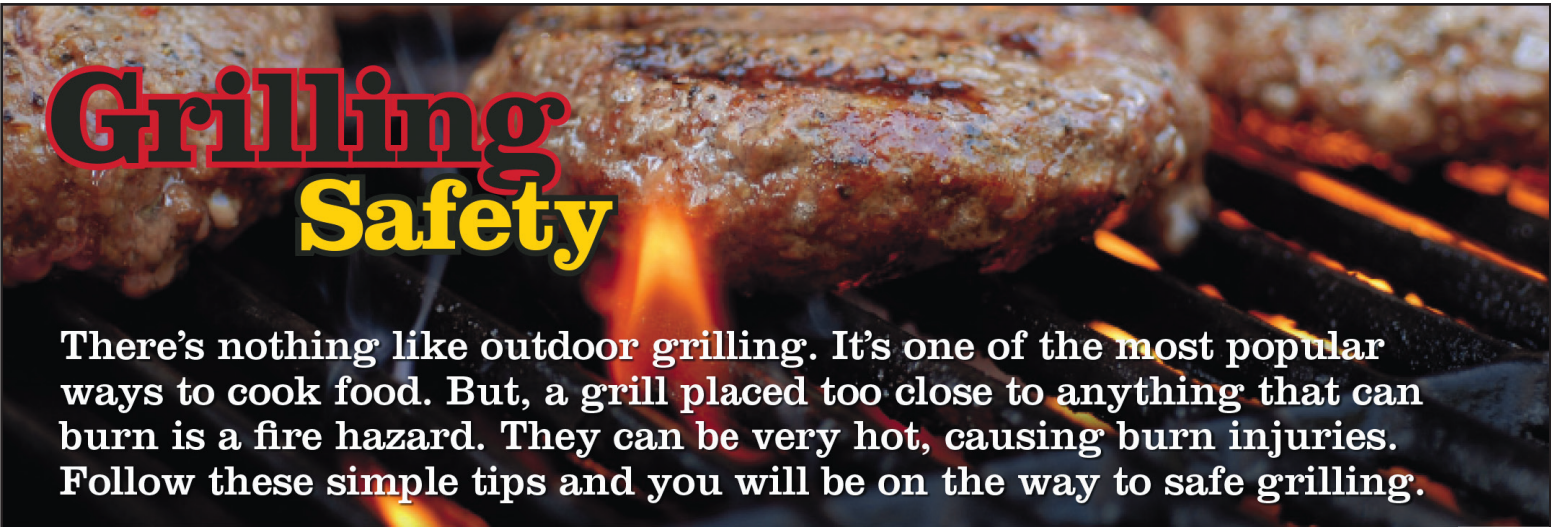
To reserve a ball field, tennis court, ramada or park space, please call **(480) 816-5100**.



Town of Fountain Hills
16705 E Avenue of the Fountains
Fountain Hills, AZ 85268

PRSRT STD
U.S. POSTAGE
PAID
PHOENIX ARIZONA
PERMIT NO. 1424

ECRWSS/EDDM
RESIDENTIAL CUSTOMER



SAFETY TIPS

- » Propane and charcoal BBQ grills should only be used outdoors.
- » The grill should be placed well away from the home, deck railings and out from under eaves and overhanging branches.
- » Keep children and pets at least three feet away from the grill area.
- » Keep your grill clean by removing grease or fat buildup from the grills and in trays below the grill.
- » Never leave your grill unattended.
- » Always make sure your gas grill lid is open before lighting it.

CHARCOAL GRILLS

- » There are several ways to get the charcoal ready to use. Charcoal chimney starters allow you to start the charcoal using newspaper as a fuel.
- » If you use a starter fluid, use only charcoal starter fluid. Never add charcoal fluid or any other flammable liquids to the fire.
- » Keep charcoal fluid out of the reach of children and away from heat sources.
- » There are also electric charcoal starters, which do not use fire. Be sure to use an extension cord for outdoor use.
- » When you are finished grilling, let the coals completely cool before disposing in a metal container.

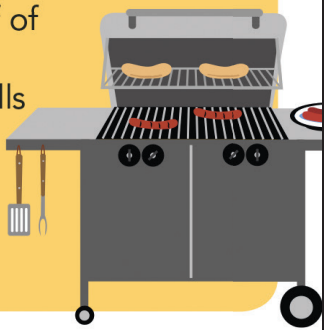
PROPANE Grills

Check the gas tank hose for leaks before using it for the first time each year. Apply a light soap and water solution to the hose. A propane leak will release bubbles. If your grill has a gas leak, by smell or the soapy bubble test, and there is no flame, turn off both the gas tank and the grill. If the leak stops, get the grill serviced by a professional before using it again. If the leak does not stop, call the fire department. **If you smell gas while cooking, immediately get away from the grill and call the fire department.** Do not move the grill.

If the flame **goes out**, turn the grill and gas off and wait at least **5 minutes** before re-lighting it.

FACTS

- ! July is the peak month for grill fires.
- ! Roughly half of the injuries involving grills are thermal burns.



NATIONAL FIRE PROTECTION ASSOCIATION
The leading information and knowledge resource on fire, electrical and related hazards



nfpa.org/education ©NFPA 2019

FOURTH AT THE FOUNTAIN CANCELLED; FIREWORKS MOVE TO 50TH ANNIVERSARY CELEBRATION

Due to guidelines related to COVID-19, the Town made the difficult decision to cancel the Fourth at the Fountain event. CDC guidelines advise against and Governor Doug Ducey’s Executive Orders prohibit large gatherings, and they also urge people to maintain six feet of social distancing. There was simply no way to hold an event that includes food trucks, games, music, entertainment and fireworks and abide by these public-health guidelines.

Town staff considered a fireworks-only display, but ultimately decided against it in light of Fountain Hills’ topography, scattered parking and lack of public viewing areas that would accommodate social distancing. The Town plans to shift resources dedicated to the fireworks display to the Fountain’s 50th anniversary celebration in December.